

# Public Service Commission (PSC)



## Agency Performance Dashboard

Q2FY2017

### Economic Development

#### Financial viability of Wisconsin's public water utilities

**Metric Definition:** The percentage of utilities taking action to improve their financial condition within eighteen months of being contacted by the commission.

Goal Met	Current	Previous	Target	Trend
	85% (2016)	77% (2015)	80%	



**Reporting Cycle:** Annual (calendar year)

**Additional Details:** The Commission evaluates utilities' annual reports and notifies those that may be having or are likely to have financial issues in the near future. In order to help utilities avert these issues, Commission staff conducts a financial assessment that addresses a number of factors, including income versus operating expenses and days cash on hand. This outreach activity is important, because having sufficient financial capacity is key to a public water utility's ability to provide safe, reliable service to the state's citizens and businesses. The current percentage is for utilities taking action in calendar year 2016.

### Efficient and Effective Services

#### Reduce the length of unresolved consumer complaint cases

**Metric Definition:** Resolve consumer complaints within 25 days of origination.



Goal Met	Current	Previous	Target	Trend
	63%	60%	80%	

**Reporting Cycle:** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details:** When a complaint is received by commission staff, it is forwarded to the utility for a response to the customer's concerns. The Wis. Admin. Code allows utilities 10 days to provide a written response. Commission staff then reviews the utility response and, if necessary, requests additional information to resolve the complaint. After receiving complete information from the utility, commission staff reviews the applicable laws and makes an informal determination regarding the disposition of the complaint. Prior to closing the complaint, commission staff must communicate the determination of the complaint to the utility and customer. There are situations in which this goal is difficult to meet due to extenuating or unusual circumstances, such as: Additional information required from the customer, wait for another billing period to elapse to review customer's usage, complex billing matters that require extensive analysis and review to ensure its accuracy, consultation among commission staff with technical or legal expertise regarding issues raised in the complaint.

### Recognition of new consumer complaints

**Metric Definition:** Acknowledge inquiries and complaints in the Consumer Affairs Division by notifying the complainant that PSC received their inquiry on the day the inquiry was received.



Goal Met	Current	Previous	Target	Trend
	98%	97%	90%	

**Reporting Cycle:** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details:**

### Water utility construction authorization processing time

**Metric Definition:** Review (and either approve or deny) all water utility construction projects, that do not require a hearing, within 90 days from the issuance of a Notice of Investigation.



Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

**Reporting Cycle:** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details:** Water utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. The law requires that, if no hearing is required, an order either approving or denying the application be issued no later than 90 days from the date a Notice of Investigation is issued.

### Electric and natural gas utility construction authorization processing time

**Metric Definition:** Consistently review and either approve or deny electric or natural gas construction projects within project application's corresponding statutory timeline.

Goal Met	Current	Previous	Target	Trend
	100%	100%	100%	

**Reporting Cycle:** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details:** Electric and natural gas utilities are required to obtain PSC approval prior to certain construction projects. The PSC reviews the projects to ensure they are reasonable and necessary to effectively serve the utility's customers. Depending on the size of the project, a utility must request a Certificate of Public Convenience and Necessity or a Certificate of Authority to proceed with construction projects. Generally, depending on the certificate sought, the PSC has either 90, 180, or 360 days following the Notice of Investigation or Proceeding to either approve or deny an application.

Customer/Taxpayer Satisfaction

Enhance utility compliance efforts and reduce consumer complaints

**Metric Definition:** Enhance the commission’s efforts to assist utilities in the creation of customer policies and educating them on compliance, thus reducing the number of consumer complaints.

Goal Met	Current	Previous	Target	Trend
X	.3% reduction	22% reduction	5% reduction	↓

**Reporting Cycle:** Quarterly (October 1, 2016 - December 31, 2016)

**Additional Details:** The target represents a 5 percent reduction from the same quarter one year prior. There are factors that are out of commission staff control that can affect the number of complaints received, the primary factor being weather-related events. If there is severe weather—either cold, storms, heat, etc.—this can increase utility bills significantly which generates questions, or may cause pipes to freeze or other issues affecting the safe operation of utilities and use by their customers.